



U.S. Department of State  
**INTERAGENCY POST EMPLOYEE POSITION DESCRIPTION**

Prepare according to instructions given in Foreign Service National Handbook, Chapter 4 (3 FAH-2)				
1. POST <b>Hanoi, Vietnam</b>		2. AGENCY <b>Department of State</b>		3a. POSITION NO. <b>A-301-01</b>
3b. SUBJECT TO IDENTICAL POSITIONS? AGENCIES MAY SHOW THE NUMBER OF SUCH POSITIONS AUTHORIZED AND/OR ESTABLISHED AFTER THE "YES" BLOCK. <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No A-301-26 and A-301-29				
4. REASON FOR SUBMISSION <input type="checkbox"/> a. Redescription of duties: This position replaces Position No. _____ (Title), _____ (Series) _____ (Grade) <input type="checkbox"/> b. New Position <input checked="" type="checkbox"/> c. Other (explain)				
5. CLASSIFICATION ACTION	Position Title and Series Code		Grade	Initials (mm-dd-yyyy)
a. Post Classification Authority <b>BKK/RHRO/BRCC</b>	<b>Visa Assistant, FSN-1415</b>		<b>7</b>	RY:CWJ:PJ 11/29/2018
b. Other				
c. Proposed by Initiating Office				
6. POST TITLE OF POSITION (If different from official title)			7. NAME OF EMPLOYEE	
8. OFFICE/SECTION <b>Consular Section</b>			a. First Subdivision <b>Nonimmigrant Visa Unit</b>	
b. Second Subdivision			c. Third Subdivision	
9. This is a complete and accurate description of the duties and responsibilities of my responsibilities of position.			10. This is a complete and accurate description of the duties and responsibilities of this position.	
Typed Name and Signature of Employee _____ Date (mm-dd-yyyy)			Typed Name and Signature of Supervisor _____ Date (mm-dd-yyyy)	
11. This is a complete and accurate description of the duties and responsibilities of this position. There is a valid management need for this position.			12. I have satisfied myself that this is an accurate description of this position, and I certify that it has been classified in accordance with appropriate 3 FAH-2 standards.	
Typed Name and Signature of Section Chief or Agency Head _____ Date (mm-dd-yyyy)			Typed Name and Signature of Admin or Human Resources Officer _____ Date (mm-dd-yyyy)	

### 13. BASIC FUNCTION OF POSITION

The Visa Assistant is responsible for all functions associated with nonimmigrant visa (NIV) application processing such as intake, data entry, biometric collection, visa printing, document pass-back, and assisting consular officers with interpretation as needed during interviews. The jobholder screens incoming information from a variety of sources and organizes it in accordance with U.S. immigration law and Department of State regulations to ensure that the consular officer can effectively adjudicate NIV applications and that all legal requirements of the application process have been met. The incumbent processes diplomatic and official visas and coordinates post's visa referral program. In addition, the incumbent assists with consular outreach activities and handles tasks related to statistical analysis and information technology, including compiling statistics and workload reports, developing and maintaining NIV databases; and maintaining the visa pages on the Embassy's public website or internal SharePoint site. The incumbent provides back-up assistance to the Fraud Prevention Unit as necessary.

The Visa Assistant must hold him/herself to the highest standards of integrity and ethical conducts. S/he strictly follows consular and ethics regulations established in the Foreign Affairs Manual (FAM) by the Department of State and the Bureau of Consular Affairs (CA), and post's standard operating procedures. In addition to Microsoft Office, the Visa Assistant uses consular-specific software including the NIV program, Atlas, and the Consular Consolidated Database (CCD).

The incumbent reports directly to the Supervisory Consular Assistant and is reviewed by the Nonimmigrant Visa Unit Chief.

1. **Application Intake.** The incumbent reviews applications of walk-in applicants and those who apply by mail and facilitates the processing of visas; he/she verifies appointments, payment of fees, and inclusion of required information. He/she manages the flow of applicants. The incumbent makes a preliminary determination of the appropriate visa classification, checks SEVIS status and fees through the Consular Consolidated Database (CCD) for student and exchange visitor applicants, verifies petition approval for petition-based applications in the Petition Information Management Service (PIMS) system, and enters applicant data and information into the NIV automated system. The incumbent checks the validity of passports, examines previous travel, and brings applications of particular interest to the attention of the unit chief and/or the interviewing officer if there are inconsistencies of information, or if there are social or cultural intricacies with which the interviewing officer may be unfamiliar.

The incumbent interacts extensively with applicants. This entails explaining the interview procedure at the intake window, responding to questions, and collecting biometrics. The incumbent retrieves pending (221g) applications from a separate filing system to assist officers in completing the adjudication of those cases.

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2. **Interview.** The incumbent provides interpretation during interviews as needed by the consular officer. He/she explains the outcome to the applicant, including grounds for refusal and availability of waivers when appropriate. Diplomacy, tact, and professionalism are essential, and the incumbent must demonstrate an understanding of the adjudication process as well as respect and empathy for the applicant. The incumbent is an available resource on local laws, regulations, customs, and perceptions, and can provide this input as needed to the consular officer. The incumbent may be called upon to verify an applicant's employer or other information or to examine applications for anomalous and potentially fraudulent information.

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3. **Printing and Delivery.** The incumbent is responsible for the process of printing issued visa foils, verifying all data on the printed visas is accurate, adhering visas into passport pages, and coordinating with the courier service or the applicant for delivery or in-person pickup. This is a sensitive, detail-oriented function, as visa foils are controlled consular items. Printing responsibilities entail operating the NIV printing equipment, and accounting for printed, spoiled, and unused foils.

The incumbent collects approved applications after adjudication, makes necessary changes in data entry, and advises adjudicating officers on outstanding clearances (IAFIS, IDENT, FR, IACT and CNC). The incumbent drafts and formats security advisory opinion cables to the State Department in Washington, D.C. for certain categories of visa applicants (such as Visas Horse, Eagle, Bear, Donkey, or Mantis). The incumbent prints and tracks Delivery Reports, distributes issued visas to the courier service, maintains a database for tracking printed visas with those sent for delivery and follows up on and resolves issues with visas undelivered by the courier service. The incumbent is also called upon to troubleshoot visa printing equipment when necessary.

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4. **Visa Referrals and Diplomatic Visas Portfolio.** The incumbent shares the visa referral portfolio with other Visa Assistants. She/he assists the Consular Chief/NIV Chief in organizing referral training, preparing presentations, and tracking of Embassy personnel's referral certifications. The incumbent serves as a point-of-contact between the consular section and the referred applicants. She/he reviews visa referral submissions for completeness before they are reviewed by a consular manager. The incumbent confirms the availability of the consular manager and schedules the visa interview with the referral applicant.

The incumbent serves as a point of contact for receipt of diplomatic and official visa applications. She/he receives inquiries regarding eligibility for diplomatic visas and makes the initial determination of the appropriate visa classification, with guidance as needed from a consular officer. The incumbent may interact directly with Chiefs of Foreign Diplomatic Missions in Hanoi, members of the Communist Party of Vietnam, Directors General of Ministries, or Chairmen/Secretaries General of local provinces who appear for a personal interview for their non-official visa applications.

Handling referral and diplomatic visas cases is always sensitive and frequently urgent; the utmost diplomacy and tact is required in dealing with these high-profile cases.

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5. **Fraud Prevention.** The Visa Assistant provides back-up support for Post's Fraud Prevention Unit on a rotational basis, as necessary. In cases of suspected fraud, the incumbent will identify the type of fraud, determine the best course of action, execute an investigation, and report on the factual findings for review by a consular officer. Methods of investigation will include phone calls, field visits, interpreting for the Fraud Prevention Manager (FPM) or other consular officers, as well as document and data review. Cases include NIV, IV, ACS and adoption cases.

The incumbent liaises with internal and external entities, including local government authorities, other foreign missions, U.S. Consulate General Ho Chi Minh City's Fraud Prevention Unit (FPU), Assistant Regional Security Officer/Investigator (ARSO-I), and Immigration and Customs Enforcement (ICE). Liaison with these entities will be for the purpose of sharing information and soliciting cooperation on specific cases as well as developing the capacities and cooperation in fraud prevention.

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6. **Data Management.** The incumbent is responsible for management of NIV data. She/he adds information to the consular database and/or retrieves information from the consular database. The data involved is often highly sensitive, including passport information, birth certificates, employment or educational documentation, criminal background checks, arrest records, court documents, other personally identifiable information, or information on high-ranking officials traveling to the United States. The data may be used to make a preliminary determination of the appropriate visa classification for each applicant, to check the applicant's status in SEVIS as appropriate and check the Consular Consolidated Database to ensure that their SEVIS fee has been paid for F, J and M visa categories, or for other purposes in the adjudication process. The data and personally identifiable information is entered into the NIV system. Data management also includes the handling and subsequent shredding of paper documents containing personally identifiable information of applicants and their family members. Following the interview the incumbent maintains files for all NIV cases. The incumbent scans relevant documents to the system per CA's requirement and reports to the "Lost or Stolen Issued Visa" system all lost visas and passports. In conjunction with officers, the incumbent may conduct site visits and validation studies to assess the accuracy of officers' adjudications, or accompany consular officers to public outreach events to disseminate information on U.S. visa procedures.

Website/SharePoint, Social Media Management, and Consular Outreach. She/he responds to public inquiries from visa applicants through [www.ustraveldocs.com/vn](http://www.ustraveldocs.com/vn), the Embassy web-form, or the consular section's public email account. The incumbent coordinates with the Public Affairs Section to manage the consular section's social media outreach program. She/he co-manages the Consular Section's Facebook page and any other such outreach initiatives using social media. The incumbent also maintains the Consular Section's SharePoint site, website, and Facebook page and other social media platforms.

Periodical statistics reports. The incumbent compiles NIV statistics using available data from various consular applications. Develops, updates, and monitors consular databases as needed. Data management responsibilities also include assisting the American Citizen Services and Immigrant Visa units as needed.

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7. **General.** The Visa Assistant performs other duties not outlined above, and is expected to be familiar with all NIV-related aspects of the FAM, the Immigration and Nationality Act (INA), the Consular Management Handbook, and the NIV System User's Manual. As a consular employee, the incumbent must strictly adhere to the section's consular management controls and ethics policies as described in 7FAH and post standard operating procedures.

The incumbent may be responsible for other duties as assigned. Other duties may include: English/Vietnamese translation as needed, acting as an interpreter for public visa presentations and discussions, assisting in the collection of data for NIV validation studies, or serving as the section's institutional memory on visa issues for newer officers. The incumbent may be requested to assist the American Citizen Services or Immigrant Visa units during staffing shortages as necessary. The incumbent may also be called upon to provide American Citizen Services assistance in times of crisis or emergencies requiring section-wide efforts and resources. The incumbent interacts with other sections of post such as the General Services Office (GSO), Management Section, the Regional Security Office (RSO), Information Resource Management (IRM) and the Executive Office. The incumbent is expected to carry out other duties as assigned by the Consular Chief or consular officers. These tasks may include assistance in logistical planning during the visits of American officials, and occasional assistance during Embassy activities such as the July Fourth celebration, Congressional delegation visits, and contacting relevant Government of Vietnam officials.

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15. QUALIFICATIONS REQUIRED FOR EFFECTIVE PERFORMANCE

a. Education:

College or university studies in any field is required.

b. Prior Work Experience:

The incumbent must have at least two years of administrative and customer service experience, or other related work in the consular field, or similar work involving the application of relatively complex regulatory material.

c. Post Entry Training:

The incumbent is required to have completed the intensive visa computer applications training, FSI visa coursework such as the consular correspondence course (PC-102), and advanced and group training by American and LE Staff supervisors in visa processing procedures. The incumbent must have knowledge of basic information technology applications such as Microsoft Word, Excel, and PowerPoint; and occupational consular training on the use of the computerized NIV adjudication system utilized at U.S. posts around the world.

d. Language Proficiency:

The position requires level IV (fluency) in speaking/reading/writing English and level IV (fluency) in speaking/reading/writing Vietnamese. The incumbent must have the ability to translate/interpret working level English to Vietnamese and vice versa.

e. Job Knowledge:

The incumbent must have detailed knowledge of U.S. immigration laws and visa regulations, visa processing guidelines and general office management practices, as well as Department of State, National Visa Center, Citizenship and Immigration Services / Department of Homeland Security (DHS) roles as they relate to NIV processing. Ability to read and follow U.S. immigration laws and visa procedures outlined in 9 FAM and other English language references. The incumbent must have a solid understanding of Vietnamese law as it pertains to marriage, personal property, civil rights and immigration, as well as of the national and provincial education systems, in order to be able to evaluate the bona fides of various public documents submitted.

This position requires standard knowledge of the work procedures and guidelines of the Consular Section and the NIV Unit, as well as the functions and activities of other sections in the Embassy, and how the work of each unit/section relates to other work units/sections.

f. Skills and Abilities:

The incumbent must be able to deal with customers in a professional and courteous manner, and to work under pressure. The position requires advanced keyboarding and data entry skills due to the high volume of visa applications processed. Accuracy of data entry is a critical requirement. The position requires basic mechanical skills in order to operate specialized office machines related to issuance of visas, biometric equipment, and/or photographic equipment. Basic mathematical skills are required for compiling visa statistical and workload information. Position requires the use of specialized consular software products or database applications unique to the consular area. Incumbent must have knowledge of Microsoft Office and IT software knowledge involving the most common social media platforms and the Internet.

The incumbent also must have the ability to translate/interpret professionally English to Vietnamese and vice versa, as well as the ability to apply good judgment in evaluating evidence and to apply complex regulations. The incumbent is required to understand regulatory and legal documentation for multiple disciplines in the consular and visa area. The incumbent must have excellent organizational, management and interpersonal skills, the ability to multitask efficiently with a high degree of accuracy in a very demanding work environment and the ability to perform all duties connected with NIV processing. The incumbent also advises adjudicating officers on many elements of NIV processing, as well as Vietnamese culture.

16. POSITION ELEMENTS :

a. Supervision Received:

Supervised directly by the Supervisory Consular Assistant, and indirectly by the Consular Chief/ Nonimmigrant Visa Chief/Supervisory Consular Specialist; and/or other Consular Officers.

b. Supervision Exercised:

None. However, the jobholder will serve as an ad-hoc or informal Team Leader for trainee or lower graded staff.

c. Available Guidelines:

The incumbent's responsibilities are outlined in, among others, 9 FAM regulatory materials, DHS laws and regulations, post policies (SOPs), online visa manual, Department of State publications and cables, instructions, guidelines from supervisors, U.S. immigration law and Vietnamese civil law.

d. Exercise of Judgement:

The incumbent must exercise judgment in dealing with the public and in handling visa information, management of workflow, and handling complex cases. Exercises judgment in the recognition of problems and potential problems that must be referred to supervisors. The incumbent must be able to evaluate the bona fides of documents submitted in support of a visa application. Required to actively plan at least a month ahead.

e. Authority to Make Commitments:

The incumbent has no such formal authority but recognizes that adjudicating officers give substantial weight to recommendations from LES regarding visa adjudication and rely extensively on the incumbent's experience and judgment. The incumbent screens prospective nonimmigrant visa applicants to determine whether they possess the requisite documentation and other qualifications for interview by an adjudicating officer, and accept specific documents submitted by applicants in support of an application.

f. Nature, Level, and Purpose of Contacts:

The incumbent carries out extensive interaction with the public and other staff of the Consular Section. Carries out frequent written communication with visa applicants via the website for visa applications at [www.ustraveldocs.com/vn](http://www.ustraveldocs.com/vn), the Embassy web-form, or the consular public email accounts. Working level contacts with LES from other sections of the U.S. Embassy in support of referral visa applications. Working level contacts with security guards and passport pass-back courier service to facilitate visa processing. Daily interaction with officials of the host government agencies or other diplomatic missions in support of official visa applications. Level of contact is up to the Chiefs of Foreign Diplomatic Missions in Hanoi, members of the Communist Party of Vietnam, Directors General of Ministries, or Chairmen/Secretaries General of local provinces who come in for a personal interview of their non-official visa applications.

g. Time Expected to Reach Full Performance Level:

Six months.